

State of New Hampshire
Department of Health and Human Services
Provider Selection Subcommittee

Meeting Purpose/Goals:

The goal of the Provider Selection Subcommittee is to ensure that families and individuals are able to choose their own providers for services

DATE: January 14, 2020

TIME: 11:00 am -12:00 pm

CONFERENCE LINE: N/A

LOCATION:

NH Institute on Disability

157 Regional Dr Suite 8, Concord, NH



Committee Members: Kerry Pfrimmer, Carolyn Virtue, Mary St. Jacques, Ellen Barry, Sara Blaine, Jerry Donovan, Pamela Dushan, Sarah Aiken, Kim Shottes, Susan Silsby, Mark Mills, Becky Bryant, Marissa Berg, Rob Gillis, Cris Philipson, Victoria Putnam

DHHS STAFF: Sandy Hunt, Laurie Vachon, Kaarla Weston, Jan Skoby, Karen McLaughlin, Jessica Kennedy

Guests: 211-NH; Erica Marden (ServiceLink), Angel Joslin

Topic	Leader(s)	Key Takeaways & Action Items
Welcome, Agenda Review & Introductions	Sandy Hunt	<ul style="list-style-type: none"> Provider selection process will use Servicelink as a tool to make families aware of what providers are available. This will replace the current RFP process which does not allow for choice Servicelink is an additional resource that can be used to assist families in selecting their providers There are ongoing discussions between the Bureau and Servicelink to streamline the search process for Waiver services Servicelink has trained staff that can assist with using Servicelink to its full potential Service providers will benefit from keeping their information current in the database Servicelink provides assistance with search over the phone or in person at local offices
Servicelink and 211 presentation	Erica Marden	<p>Servicelink presentation on vetting process, how to enter and update information and 3 ways to search on the website</p> <ul style="list-style-type: none"> Providers need to give consent and permission to be listed Initial entry will have basic information

		<ul style="list-style-type: none"> • Agencies provide all of the information that they wish to have listed (services, fees, sliding scale, Medicaid, etc) • Providers are contacted annually to verify their information • If updates need to be made at any time, providers can log it and make changes <p>The Vetting Process -</p> <ul style="list-style-type: none"> • Inclusion/exclusion criteria is used, resources must meet criteria to make sure they are appropriate • Providers must be a registered State of NH business • State licensing is verified when applicable • BBB, significant complaints • Business is verified with DOJ, pending or past law suits checked (ex. Medicaid billing fraud) • Information is customized to meet the needs of families that will be using the service • Servicelink is the framework that will be used for the Provider Directory • The framework for information that is in the database includes not only Medicaid eligible services but it can be filtered down to show only Waiver services. It also provides an opportunity to see additional services that the individual may benefit from that are not on the Waiver • There are over 1300 active resources in the database under different categories, some are for the general population and some for specific populations • Families do not have to self-navigate, assistance is available through Servicelink • Connecting with Servicelink will further customize someone's search, the website is one of many ways to search the database but trained staff are available to assist
Workgroup Updates	All	<ul style="list-style-type: none"> • Provider directory group to start meeting regularly once a month, this is a priority (Rob will notify the members and set a meeting) • Rob will add Sarah, Ellen, Cris and Marissa to the group • Sandy will revise the OWQP revision to reflect feedback from sessions
<ul style="list-style-type: none"> • Action Items & Next Steps • Closing 	Sandy Hunt	<ul style="list-style-type: none"> • Next meeting start with workgroup updates • Sandy will revise the OWQP revision to reflect feedback from sessions • Follow up meeting for questions from families, create a FAQ for families to use as a guide in the process. Meeting on 1/31 to finalize